Certified Extract of a SPECIAL MEETING of the ENDUMENI COUNCIL held on WEDNESDAY, 03 APRIL 2017 at 10h00 in the COUNCIL CHAMBER, CIVIC CENTRE, 64 VICTORIA STREET, DUNDEE

PRESENT:

Councillors:

Cllr Ms W N Makhathini	Speaker - Chairperson
Cllr I Bedassi	
Cllr C J Carelse	
Cllr N E Khanyile	
Cllr L T Khumalo	
Cllr T M Mahaye	
Cllr S R Mbatha	Mayor
Cllr S B Mdluli	
Cllr A M Raubenheimer	
Cllr M H Xaba	
Cllr T B Zitha	
Cllr S N Zwane	

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C 01/31/03/17   **DRAFT SERVICE LEVEL STANDARDS FOR THE 2017/18 MTREF**   (1/4/1/30)

RESOLVED

THAT

1. The schedule of draft service delivery standards be noted by Council 2017

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C 02/31/03/17   **DRAFT BUDGET: 2017/2018**   (5/1/1)

RESOLVED

THAT

The report in respect of the Draft Budget for 2017/2018 be noted.

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TPB

C04/31/03/17   **REVISION OF THE ENDUMENI MUNICIPALITY'S**
                          PROPERTY RATES POLICY FOR THE 2017/2018
                          FINANCIAL YEAR   (5/3/P)

                          RESOLVED

                          THAT

                               The Policy be noted subject to a workshop for Councillors and Top
                               Management

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C05/31/03/17   **BUDGET RELATED POLICIES**   (5/1/1)

                          RESOLVED

                          THAT

                               The policies be noted subject to a workshop for Councillors and Top
                               Management.

CERTIFIED AS A TRUE AND CORRECT EXTRACT FROM THE MINUTES OF THE
MEETING OF ENDUMENI TOWN COUNCIL, AND THAT THE DECISION WAS
UNANIMOUSLY TAKEN BY THE COUNCILLORS PRESENT WHO CONSTITUTED
THE REQUIRED QUORUM.

MR T P BIYELA
MUNICIPAL MANAGER
Civic Centre,
64 Victoria Street
DUNDEE
3000

4 April 2017

DRAFT SERVICE LEVEL STANDARDS FOR THE 2017/18 MTREF

MFMA circular No. 86 indicated that all municipalities must formulate service level standards which must form part of the 2017/18 tabled MTREF budget documentation. The service level standards must be tabled before the municipal council for formal adoption.

The service level standards have been attached as Annexure A.

IT IS

RECOMMEND

THAT

The schedule of draft service delivery standards be noted by council

KwaZulu Natal : Endumeni Municipality(KZN241) - Schedule of Service Delivery Standards Table 1

Description	Service Level
Standard	
Solid Waste Removal	
Premise based removal (Residential Frequency)	Weekly (once a week basis)
Premise based removal (Business Frequency)	Weekly (twice a week basis)
Bulk Removal (Frequency)	2 times a week
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	Daily basis except Sunday/ Public holidays
Street Cleaning Frequency in areas excluding CBD	once a week centrances/ residential
How soon are public areas cleaned after events (24hours/48hours/longer)	within 24 hours
Clearing of Illegal dumping (24hours/48hours/longer)	longer based on availability of resources
Recycling or environmentally friendly practices(Yes/No)	Yes private companies/recycling
Licenced landfill site(Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Two months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	1 Day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	3 Days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Within 14 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Within 14 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Within 14 days
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	1 hour
Time taken to repair a single pothole on a minor road? (Hours)	30 minutes
Time taken to repair a road following an open trench service crossing? (Hours)	2 hours
Time taken to repair walkways? (Hours)	Depends on a size, demage and base
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Average two months
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	decrease
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?	Within 30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	Depends on a query
Time to respond to a verbal customer enquiry or request? (working days)	Immediately
Time to respond to a written customer enquiry or request? (working days)	Depends on a query
Time to resolve a customer enquiry or request? (working days)	Same day
What percentage of calls will not are answered? (5%,10% or more)	None
How long does it take to respond to voice mails? (hours)	No voicemails, calls are answered every minute
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	Immediately
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	As and when required
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	depends,each transaction is different
How long does it take to renew a vehicle license? (minutes)	plus minus 2 minute
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	about 3 minute
How long does it take to de-register a vehicle? (minutes)	about 3 minute
How long does it take to renew a drivers license? (minutes)	Same time
What is the average reaction time of the fire service to an incident? (minutes)	Respond first 15 minute
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	15 minute
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	15 minute
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes on our website
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

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